Global Reach with a Local Touch

Set Top Box User Guide

QUADRO COMMUNICATIONS

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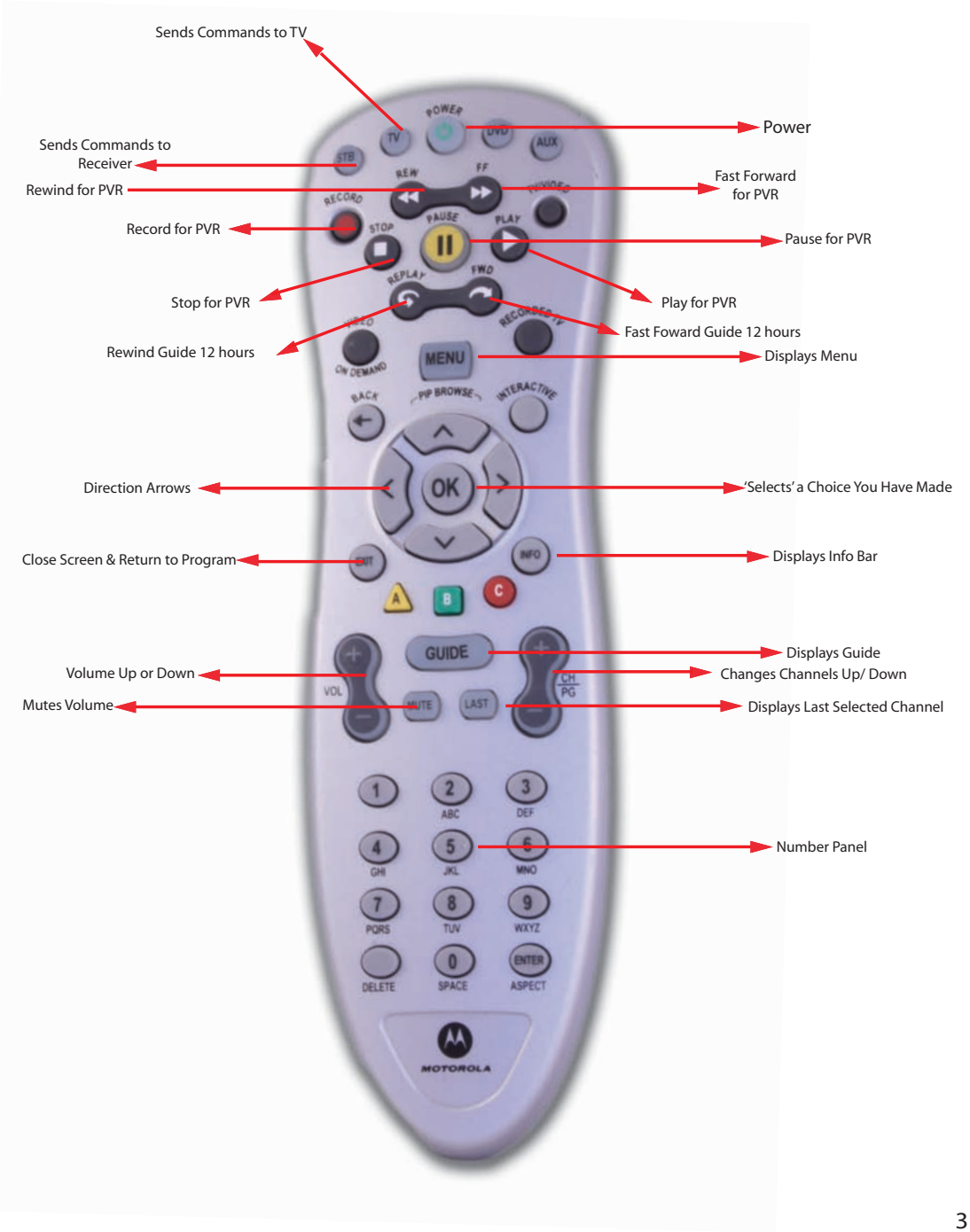
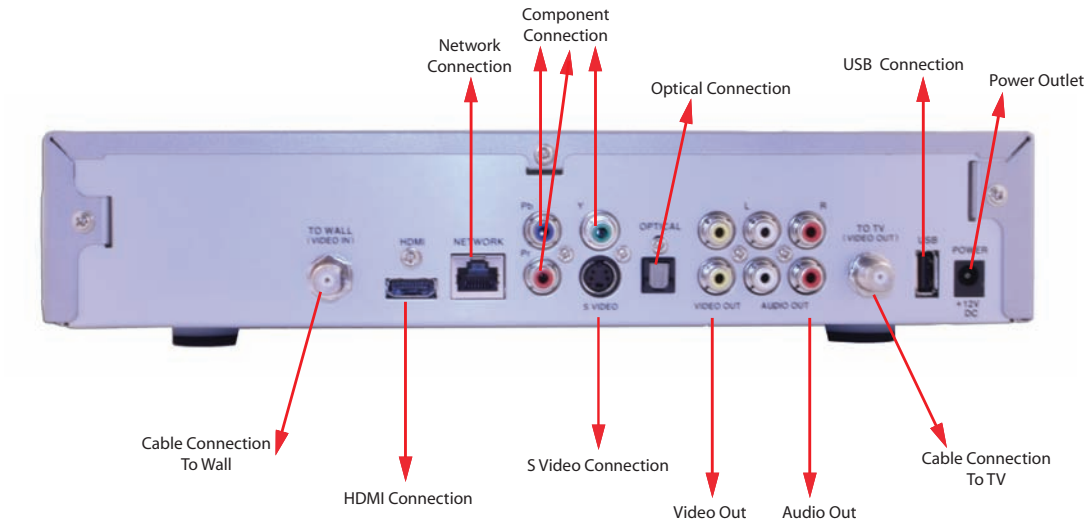
Set Top Box Remote Control



Set Top Box

Power Button
USB Connection
Record Light
Menu Button
OK Button
Link Light
HD Light


Component Connection
Network Connection
Optical Connection
USB Connection
Power Outlet
Cable Connection To Wall
HDMI Connection
S Video Connection
Video Out
Audio Out
Cable Connection To TV

Set Top Box Settings

Turn on/off

Press **Power** on the remote control or on the front panel of the Set Top Box (STB) and a green light will appear that surrounds the power button.

TV Input Settings

The television input settings must be set to the same input as what the Set Top Box is plugged into. For example: if the Set Top Box is plugged into Video 1 input, the TV input settings must be set to Video 1. If the STB is connected to the TV through a coax cable; the TV must be set to channel 3 (or whatever channel is set for the RF Output Channel – this is located in the settings section of the menu in order for the set top box to work.

Adjusting the volume

Press **Volume** + or – on the remote control to adjust the volume.
Press **Mute** to turn the sound off and on again.

Resetting your Set Top Box

Press and hold the power button, for about 10 seconds, until 3 lights (green, blue and red) in the centre of the set top box flash. You only need to hold this button once.

The lights will return to normal, and a loading screen will appear on your TV as the system reboots itself. Once the reboot is complete, the STB will return to the channel last selected.
The STB will automatically restart if there is a power failure or if it unplugged.

PVR Set Top Box versus Standard Set Top Box

There are two different Set Top Boxes available with Quadro Communications: the **Motorola VIP 1200** and the **Motorola VIP 1216**.

Both boxes are HD capable and can contain the same content. The difference between the two boxes is the PVR (Personal Video Recorder) function. The **Motorola VIP 1216** is a PVR and is capable of recording what you watch, record a program while you watch a different program, or record an event in the future. This PVR set
top box can store what you record with its 160 GB memory. The **Motorola VIP 1200** is the standard STB and has no recording capabilities.

The Guide

The On Screen Guide functions as the main tool to control the programs you watch. This section describes the features and how to use the guide. On your remote press the **GUIDE** button to view the guide.

Guide Screen

Preview Screen – on the top left of the screen is a small screen version of the current program your TV is tuned to or you have chosen to preview.

Program Description – Information about the program showing will appear on the top right of the preview screen. The information will change as you scroll through the channels, but the Preview screen will remain the same.

Tab Headers – Tab headers will show on the centre left of the screen. These tabs show channel groupings names. Pressing the guide button repeatedly will scroll through the tabs. Once you have gone through all the headings, you will return to your previous program.

Tabs Headers include:

Subscribed – A list of the channels which you are subscribed.

Favourites – A list of the channels you have programmed in as your favorites. See Programming Favorites Section on how to program a favorites list.

HD - A list of high definition channels offered.

All - A list of all channels that are offered by your provider. Any channels that come up as black text under the "All" tab are channels that you have not subscribed to. If you would like these channels, please contact your provider.

Channels – The list of current and future programming, including channel numbers, program name, and time of programming (for example: ABC, NBC, CBS, History, etc.) are presented down the left side.

Scrolling Through the Guide

Use the arrow keys on your remote to scroll up or down for more channels, or across for future programming on those channels.

Purple Background – movie being played **Blue Background** – regular programming

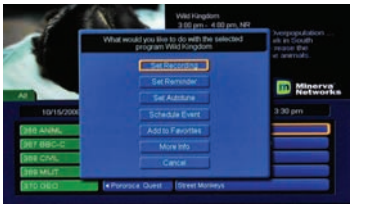
Choose a Program

To preview a current program listed on the guide; press okay once. The top Preview Screen will change to show what is currently playing. Press **OK** again for full screen viewing of that channel.

Programming Future Events

While on the guide screen and using your remote, scroll across the selected channel with the arrow keys to a desired program. Press **OK**.

A menu screen will appear. Scroll to the desired function and press okay again. To cancel, select the program again and press **OK**, then select the **Cancel** button, and press **OK**.



programming menu

From this screen you can:

1. Set Recording – You can view and set recording for up to three days of programming with this function. You must have a PVR set-top box to see or use this function (refer to the PVR section for programming details).

2. Set Reminder – This function will remind you that a particular show you want to watch is about to begin.

3. Autotune – This feature will change to a channel automatically on the date and time a selected program begins.

4. Schedule Event – This is an in-depth option for programming for Autotune, Reminder or Recording options from one screen. Scroll through to access settings, and press okay to edit them. The setting options are single, weekly, every Monday to Friday, or Every Day.

To edit or cancel an event: press okay on the channel for the event you want to change. Scroll to desired function.

scheduling events

5. Favourites – This adds the channel to your favourites list/tab (See Favourites)

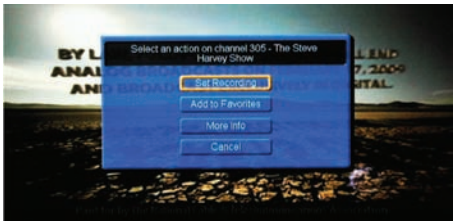
6. More Info – The description of the program as you would see on your preview screen.

7. Press **Cancel** to get out of that screen.

For more advanced information on programming future events, see Scheduling Events on page ___.

Displaying Current Program Information

Press the **INFO** key once on your remote while watching TV. This will show what you are currently watching, how long the program runs, the current time, and program information.



You can also view future programming details by using the right arrow key on the remote. Press **INFO** twice on your remote and it will show additional information such as the director, the actors and the time of the next program. This feature will automatically time out.

Accessing Important Messages

Your provider may need to send the subscriber messages on technical issues, events, product updates, outages, or other pertinent information. This will be done through the message screen. Please explore this feature on a regular basis to stay up-to-date on information coming to you.

You may also notice an information box while viewing a program. This will advise you to check the messages.

Accessing Messages:

1. If the message box appears while you are watching TV, press **OK** and the message will appear.
2. To retrieve messages, press the menu button, scroll to Vault and press ok.
3. Scroll down to **Messages** and press **OK**. Messages will appear. You can delete messages by pressing OK and choosing the "delete" option.
4. Press the **EXIT** button on the remote to leave the message section.

To use other features in the Vault or Menu, please refer to the Advanced Settings section.

PVR Capabilities

PVR stands for Personal Video Recorder. The PVR enables you to record a live event or a program scheduled in the future. The **PVR Quick Reference Menu** (within the **Menu** section) allows you to organize and watch previously recorded videos.

Recording a LIVE program (3 options)

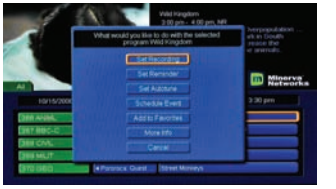
1. While you are watching a program, press the **RECORD** button on your remote. A red light will turn on in the info bar of the set top box and recording will begin immediately.

2. Press **OK** on the remote while watching a program and a **Select An Action Box** appears. Choose **Start Recording** and recording will begin immediately.

3. Press **GUIDE**, highlight a program you want to record using the arrow buttons, and press **RECORD** . If the program is currently on, recording will begin immediately.

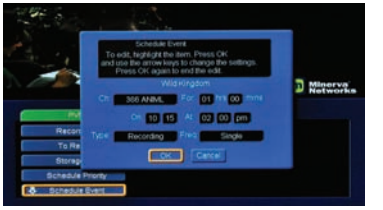
Schedule a Recording

Option #1: Record through guide



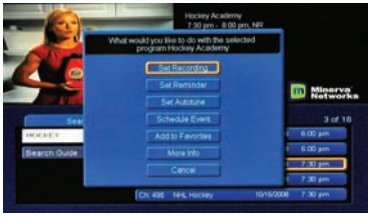
1) Press **GUIDE** on remote
2) Arrow to the program you want to record
3) Press **OK**
4) Select **Set Recording**, press **OK**
5) A red record icon will appear next to the program you are scheduled to record.

Option #2: Record through menu



1) Press **MENU** on remote
2) Arrow to **PVR**, press **OK**
3) Arrow to Schedule Event, press **OK**
4) Enter correct information (see Scheduling Events on page 9)
5) A red dot will appear beside the program indicating it is on the list to record
6) Press **EXIT** on remote to return to TV

Option #3: Record through a search



1) Do a search for the program(s) you wish to record (see page 9)
2) Arrow to the program on the list, press **OK**
3) Arrow to **Set Recording**, Press **OK**
4) A red dot will appear beside the program indicating it is on the list to record.
5) Press **EXIT** on remote to return to TV

PVR Quick Reference Menu

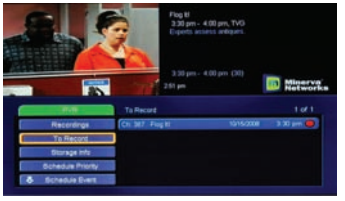
Getting to PVR Quick Reference Menu

1) Press **MENU** on your remote
2) Arrow to **PVR** and press **OK**
3) Navigate around the menu by using the arrow and **OK** buttons

Recordings – Lists programs you have already recorded.

Press **OK** while **Recordings** is highlighted and you are given the option to watch, lock or delete the recorded programs.. Locking a recording prevents the system from deleting a program to make space for new ones.

To Record – Lists all events you have scheduled.



Press **OK** while **"To Record"** is highlighted, and you are given the option to cancel any future recording events.

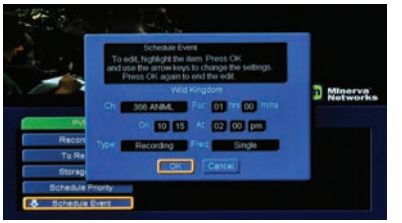
Storage Info – Displays your total disk space, how much space you have used of your disk space, and how many items in total you have recorded.

Schedule Priority – Lists the programs that you are scheduled to record when on a recurring basis.

Schedule Event – allows you to create a recording, reminder, or autotune event for individual or recurring programs.

Record History – is a log of when recordings start, complete or are cancelled.

Delete History – logs any deleted recordings.



Scheduling Events

Scheduling for Reminders or Recording

Event timers allow you to generate a reminder on your receiver to tune in and/or record a future program. A specific timer can be created for a future program with start/stop times.

You are able to access this option several ways:

1. While viewing a show, use the arrow key (V) to display program info, use the arrow key (>) button to select a future program, once the future program is selected, press **OK**.
2. After pressing **OK**, you are now able to view the different options for scheduling a reminder, recording, event, autotune or add to favorites.

OR

1. Press the **GUIDE** button, use the arrow key (>) to select a future program to view.
2. Press the **MENU** button, use the arrow key (>) to select PVR and press **OK**.
3. Use the arrow key (V) to navigate to Scheduled Event and press **OK**.
4. You are now able to view the different options for scheduling a reminder, recording, event, autotune or add to favorites.

OR

1. Access options through Event Timer.
2. Press the **GUIDE** button, or if currently viewing a program, press the arrow key (V) to display the banner guide across your screen.
3. Use the arrow key (< >) to select a future program. Once selected, press **OK**.
4. Select the type of event you wish to set up and press **OK**.
5. Use the arrow key (^ v) to change the field. Use the arrow key (< >) to shift over to the next field.
6. Shift over to the **OK** at the bottom of the screen, and press **OK** to save and apply settings.

Event Timer Types

Recording - Tunes the receiver to the program when it begins, and starts recording the program using the PVR capabilities.

Autotune - Reminds you that a program is about to start, and tunes the receiver to the program when it begins.

Reminder - Reminds you that a program is about to start.

Favourites - Adds a program to Favorites, see page 11 for further information.

Event Timer Frequency

Once - A one-time event.

Monday to Friday - An event that is scheduled for Monday – Friday on the same channel, and at the same time each day.

Daily - An event that is on the same day and time each day Monday – Sunday.

Weekly - An event that is scheduled for once a week on the specified day, on the same channel, and at the same time.

Editing a Scheduled Event

Two options:

A.

1. Press **GUIDE**
2. Use the arrow keys to find the program with the reminder/ autotune event and press '**OK**'.
3. Use the arrow keys to select '**Set Recording**', '**Cancel Reminder/ Autotune**', '**Schedule Event**', '**Remove from Favourites**', '**More Info**', or '**Cancel**'.
4. Press '**OK**'

B.

1. Press '**MENU**'.
2. Use the arrow keys to select **Vault** and press **OK**.
3. Use the down arrow key ('V') to scroll down to Reminders and press **OK**.
5. Use the arrow keys to highlight the reminder to be edited, and press **OK**.
4. Use the up or down arrow keys ('^ v') to select **Cancel Reminder** or **Cancel**.
5. Press **OK**.

Editing a Scheduled Recording

1. Press **MENU**
2. Use the arrow keys (< >) to select **PVR**, and press **OK**.
3. Use the arrow keys (^ v) to scroll to '**To Record**' and press **OK**.
4. Use the arrow keys to highlight the recording to be edited and press '**OK**'.
5. Use the arrow keys (^ v) to select **Cancel Recording** or **Edit Schedule**.
6. Press **OK**.

* If you are currently viewing your recording and want to edit it, you can access the action window by pressing the arrow key (V), and press **OK**.

Event Timers Tips & Tricks

Overlapping Event Timers: If you try to create event timers for overlapping programs, the receiver will prompt you to delete or edit one of the timers. Displaying more than one event at one time is not programmable.

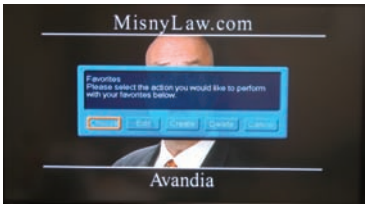
Maximum Number of Event Timers: The receiver is only able to create a limited amount of event timers. When this limit is reached, you must edit or delete a timer to create a new one.

Locked Program: You must enter the receiver password before you can create an automatic event timer for a locked program. You must enter the password to view (Default password 1-2-3-4)

Power Off: If the receiver power is off at the time of a reminder or autotune event, the receiver will not turn on. If the receiver is off during a scheduled recording, the program will still record on the PVR.

Favourites

Creating a Favourites List



1. Press **MENU** and use the arrow keys to scroll to **Favourites**, press **OK** and then select **Create**. This will take a moment or two for the screen to pop up.

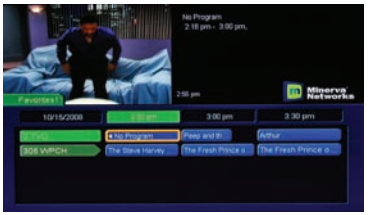
2. To name your favourite list, press the **back key** to the word **"Favourites"** the press **OK** . A full alphabet and number pad will diplay nad you can use the arrow keys to find the letters. Press **OK** to add the letters to your text box. Click **"Done"** when you are finished naming your favourties list.

   NOTE: You can add channels to your favourites list, and not specific shows.

3. Select channels by using the arrow keys. Press **OK** to add the channel to your Favourites. A little heart will appear beside the channels you have tagged as Favourites.

4. Press update by using the **arrow key (>)** to submit your Favourites list

How to Access your Favourites List



Accessing Favourites in the Guide section

Press **GUIDE** until the green tab on the top of the channel listings reads "**Favourites1**", "**Favourites2**", etc. or whatever name you have programmed for your Favourites list.

Accessing Favourites in Menu

All the channel listings under the tab that you choose will be of your favourite channels.

1. Press **MENU** then use the arrow keys to find Favourites and press **OK**.
2. Select **Choose**.
3. Use the arrow keys to choose the favourite list you are looking for and press **OK**.

Deleting a Favourites List

1. Press **MENU** then use the arrow keys to find Favourites and press **OK**.
2. Select **Delete**.
3. Use the arrow keys to choose the favourite list you wish to delete.
4. Press **OK** to delete.

Deleting or adding a channel on a Favourites list

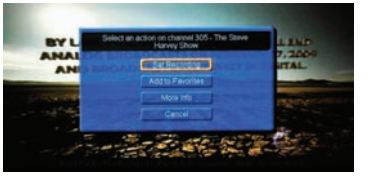
Removing and adding to Favourites in Menu

1. Select **MENU**, use the arrow keys to scroll to **Favourites** then select **Edit**.
2. Select or deselect channels by using the arrow keys.
3. Press **OK** to add or delete the channel to in your Favourites. A little heart will appear beside the channels you have tagged as **Favourites**.
4. Press **Update**.

Removing and adding to Favourites in Guide:

1. Press **GUIDE**, and choose a channel by using the arrow keys. (Note: you will have to choose a program, on the channel that you are adding that is not currently airing) then press **OK**.
2. A window will pop up and select **Add to Favourites** or **Remove from Favourites**.
3. If you are adding a channel it will prompt you to choose the favorite list you would like to add the channel to. Use the arrow keys to complete this request.

Adding or Removing Favourites while on a channel



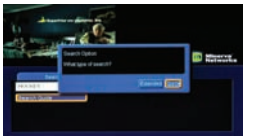
1. Press the **OK** button while you are on the selected channel.
2. Select **Add to Favourites** or **Remove from Favourites**.
3. If you are adding a channel, it will prompt you to choose the Favourites list you would like to add the channel to. Use the arrow keys to complete this request.

Searching

1. Press the **MENU** button on your remote.
2. Use the arrow keys to find Search and press **OK**.
3. Press **OK** to bring up a full alphabet and number pad.
4. Use the arrow keys to select the desired letter/s and press **OK**.
5. Select **Done**.
6. Use down arrow key for Search Guide.
7. Choose whether you would like it to do an **Extended Search** or **Quick Search**.
   Extended Search will search all shows up to 3 days in the future.
   Quick Search will search shows that are currently on.
8. Use the arrow keys to choose the channel you would like to watch.

2.)

3.)

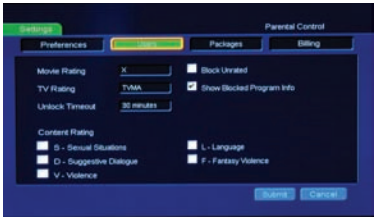
7.) 

8.)

Parental Controls

Parental Controls allows you to determine which shows your children can watch and which shows can be restricted to adults only. Parental Controls also allows you to temporarily disable or enable all parental controls.

Set up Parental Controls



1. Press **Menu** button on the remote.
2. Arrow to **Settings** and press **OK**.
3. Enter your password and press **OK**. (see page16 for instructions).
4. Arrow to **Preferences** tab.
5. Arrow down to **Parental Controls** and press **OK** . A check mark will indicate that parental control has been activated.
6. Arrow right (>) to **Edit**. Make the appropriate changes and press **OK**.

Making Changes

1. Arrow down (v) to the appropriate box and press OK. Use the left or right (< >) arrow key to make c hanges.

Movie Ratings

R	Restricted - (Under 17 needs parent)
NC-17	Not recommended for kids under the age of 17
AO	Adult only
X	"
XX	"
XXX	"
G	General Audiences
PG	Parental Guidance recommended
PG-13	Parental Guidance strongly recommended

TV Ratings

TVMA	Mature Audiences
TVY	Recommended for All Children
TVY7	Recommended for Children over 7
TVG	General Audience
TVPG	Parental Guidance
TV 14	Parents Cautioned

Unlock Timeout - Can be increased in increments of 30 minutes by pressing the right arrow key up to 270 minutes.

Block Unrated - Press **OK** to block all programs that are not rated.

Show Blocked Program Info - Press **OK** to be notified by a message when you attempt to watch a blocked program.

Content Ratings

1. Use the arrow key (v) to scroll down to Content Rating. By pressing OK at any of these ratings, a check mark will appear to indicate the rating has been activated.

S – Sexual Situations
D – Suggestive Dialogue
V – Violence
L - Language
F – Fantasy Violence

When finished making changes, press **Submit** and exit.

Using Advanced Settings

Getting to Settings

1) Press **MENU** on your remote and press **OK.**
2) Scroll over to **Settings** using the arrow keys (< >) and press **OK**
3) Type in your password (Default:1-2-3-4)

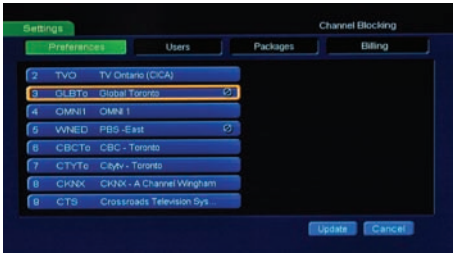
Changing Preferences

This is for changing the preferences that affect users, parental controls, caller ID, log in information and the guide layout/theme.

Share Rentals – Check this box (by highlighting box and pressing **OK**) if you would like all your Pay Per View (coming soon) rentals to be shared among all users on your Set Top Box. If the rental is too mature for younger viewers, you might not want to share that rental with their User profile (see users on page 16). Scroll down to the bottom right corner, highlight Submit, and press **OK**.

Require Log in – Check this box if you require TV users to enter their user name and password when they start watching TV. Scroll down to the bottom right corner, highlight Submit and press OK.

Enable Caller ID – Check this box if you would like Caller ID to appear on your TV screen every time you receive an incoming call. (Coming Soon) Scroll down to the bottom right corner, highlight Submit and press OK.



Channel Blocking

1) Press **MENU** button
2) Scroll down (^ v) to Settings, and press **OK**
3) Enter Current Password (Default 1-2-3-4)
4) Scroll to **Preferences** tab
5) Scroll to **Channel Blocking**, and press OK
6) Select which channels you want blocked by putting a check mark in the desired boxes by pressing **OK**
7) Arrow to Done, and press **OK**

Parental Control – (See Parental Controls on Page 14)

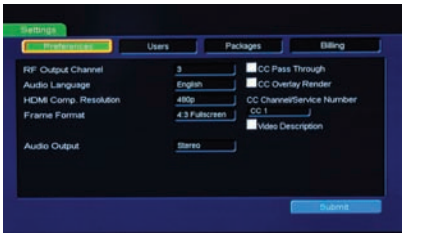
PPV Action – (Pay Per View coming soon)

Program Alarm – Choose how long your alarms will stay on your TV. If you have your Program Alarm set to 30 seconds and a reminder that a show is on, that reminder will stay on screen for 30 seconds. To use this function, highlight the Program Alarm box and press **OK**. Scroll through your options using the arrow keys (< >). When you find your desired Program Alarm time, press **OK**. Scroll down to the bottom right corner, highlight **Submit**, and press **OK**.

Caller ID Time out – Choose how long you would like the Caller ID to remain on the screen for when someone calls before it times out. Scroll to that box and press **OK**. Scroll through options using the arrow keys (< >) and press **OK** to choose. Scroll down to the bottom right corner, highlight **Submit** and press **OK**.

Theme – You can change the color/layout theme of your guide. Quadro only offers a standard theme but new themes may be offered in the future. When it is offered, scroll to that box and press **OK**. You can then scroll through options using the arrow keys (< >) and press **OK** to choose. Scroll down to the bottom right corner, highlight **Submit** and press **OK**.

Changing Hardware Settings



In the settings menu, arrow down to the bottom left corner to the box labeled Hardware Settings.

To change any of these Hardware Settings, scroll over to the particular box and press OK. Use the arrow keys (< >) to find the option you want and press OK. Scroll down to the bottom left corner and highlight Submit and press OK.

RF Output Channel: If you have an analog TV that is connected to the Set Top Box through a coax cable, you must have your television set tuned to the same channel as you named in your RF Output Channel in settings. If your RF Output Channel is 3, then your TV must be set to channel 3 in order for your Set Top Box to work.

HDMI Comp Resolution: This where you can change the resolution (1080i, 720p, etc.) of the picture coming from the Set Top Box.

Frame Format: Change your screen aspect ratio (16:9 Full, 4:3, etc.).

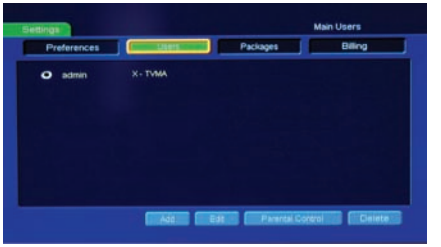
Audio Output: Scrolling between Stereo and Surround Sound audio.

Audio Language: Scroll through different language options.

Changing Languages

1. Go to settings menu
2. Scroll down (v) to Hardware Settings, Press **OK**
3. Scroll down (v) to Audio Language, Press **OK**
4. Scroll through list using < > to find your language of choice
5. Press **OK**
6. Scroll down (v) to Submit at bottom of page and press **OK**

Users



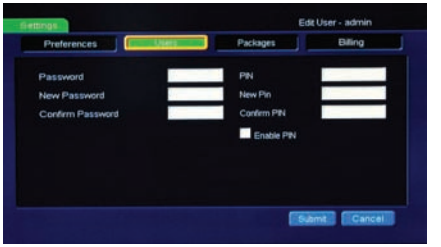
Different users can set up to their own individual preferences, favorites, and parental settings. Parents can be one user accessing all channels available, while children may have only certain channels available.

Add User – You can add Users for different people in your house that access your TV or any other use that requires separate settings and channels.

To add a new user:

1. Press **Menu**, select settings, and scroll over to the Users tab.
2. Scroll down with the arrow keys (^ v) to **Add** at bottom of page; press **OK**
3. Scroll down with the arrow keys (^ v) to the text boxes; press **OK**.
4. A full letter and number keypad will appear. Use this to enter your information.
5. Scroll down with the arrow keys to **Submit** at bottom of the screen.
6. Enter your Parental Controls information (See Parental Controls on page)

Change Password – Passwords are set so you cannot access other peoples settings/preferences. The following is how to set your password:



1. While in the **Settings** section of the **Menu**, scroll over to the **Users** tab.
2. Scroll down with the arrow keys (^ v < >) to the user for editing and press **OK**.
3. Scroll down to Edit, press **OK**
4. Enter your old password in the first box with remote. (Default is 1-2-3-4)
5. Enter your new password next and then re-enter it in the box below to confirm.
6. Scroll to the bottom left corner on the screen and select **Submit**.

Change Pin – Your Pin Code is the number you need to enter when ordering *Pay Per View events or *Video On Demand (VOD) Programs.

The following is how to set your Pin number:

1. While in the Settings section of the Menu, scroll over to the Users tab.
2. Scroll down to the user you would like to edit and press **OK**.
3. Scroll down to Edit, press **OK**.
4. Enter your old password in the first box with remote. (Default is 1-2-3-4)
5. Enter your new password next and then re-enter it in the box below to confirm.
7. When you are done, scroll to the bottom left corner on the screen and select **Submit**.

* These services are currently not available with Quadro

** If your password or pin is not working, call Quadro Communications (519-229-8933) and your password/pin will be reset.

User Parental Control – You can assign certain parental control settings to specific users. To allocate these settings to specific users, follow these steps:

1. In the Settings section of the Menu, scroll to the Users tab.
2. Scroll down to the specific user to edit.
3. Scroll down to the bottom left corner to Parental Controls and press OK.
4. Make the appropriate changes.

View Packages and Features currently being used

1. Scroll to Settings in the Menu section.
2. Scroll left with the arrow key(<) to Packages.
3. A list appears of all packages and features you are currently subscribed to.

View monthly charges

1. Scroll to Settings in the Menu section.
2. Scroll left with the arrow key (<) to Billing.
3. A list appears of the prices of all packages that you are currently subscribed to.